Basic Policy on Customer Harassment

Introduction

i-AUC INC. (hereinafter referred to as "the Company") is dedicated to fostering mutual trust and co-creation with our business partners while maintaining a safe and healthy business environment.

We deeply respect the human rights and dignity of all individuals involved in our business activities. Accordingly, we are committed to eliminating any form of inhumane treatment, including verbal abuse and physical or psychological intimidation. We believe that securing a safe workplace—where all employees can perform their duties with peace of mind and without threat to their physical or mental well-being—is essential to delivering high-quality services and fulfilling our corporate social responsibility.

In the event that a business partner or other stakeholder engages in conduct that threatens the dignity of our employees or compromises their work environment (hereinafter referred to as "Customer Harassment"), the Company will respond resolutely and strictly as an organization in accordance with this policy.

1. Definition of Customer Harassment

"Customer Harassment" is defined as any demand or request that lacks validity, or—even if the underlying request is valid—is made through means or in a manner that is deemed unreasonable under socially accepted standards, thereby harming the working environment or well-being of our employees.

Examples of Customer Harassment include, but are not limited to, the following:

Unreasonable Demands or Claims (Content exceeding socially acceptable standards)

1. Demands that are groundless or entirely unrelated to our products or services.
2. Requests that significantly exceed the scope of services agreed upon in contracts or other agreements.
3. Requests that are extremely difficult, impractical, or impossible to fulfill.
4. Unjustified or excessive claims for damages or financial compensation.

Unreasonable Means or Methods (Conduct exceeding socially accepted standards)

1. Physical violence: Assault, causing bodily harm, or physical intimidation.
2. Psychological attacks: Threats, slander, insults, verbal abuse, coercing physical

apologies (such as forcing someone to kneel or bow deeply in apology), and defamatory posts on social media.

3. Intimidating behavior: Verbal threats or aggressive gestures directed at employees.
4. Persistent or repetitive actions: Persistent, continuous questioning or repeating identical demands without justification.
5. Detention or restrictive conduct: Refusing to leave company premises, occupying physical spaces, confinement, or excessively prolonged and disruptive phone calls.

2. Our Response Policy

If any behavior is determined to constitute Customer Harassment, the Company may suspend or refuse to provide further services.

Furthermore, in cases deemed malicious, persistent, or unlawful, we will take strict and immediate action, including civil or criminal legal measures, in close coordination with external specialized agencies, such as the police and attorneys.